

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
SOUTHWEST REGION

SW 3120.21A

11/9/2000

SUBJ: AIR TRAFFIC STAFF, ADMINISTRATIVE, AND CLERICAL TRAINING PLANS

1. PURPOSE. This order provides guidance to the Air Traffic Division branch/staff managers and field facility managers for the development of training plans for staff, administrative, and clerical personnel.

2. DISTRIBUTION. This order is distributed to the branch/staff level in the Air Traffic Division, to supervisors and managers in all air traffic field facilities in the Southwest Region, and to the NATCA/NAATS regional representatives.

3. CANCELLATION. Order SW 3120.21, Air Traffic Staff, Administrative, and Clerical Training Plans, dated November 10, 1992, is canceled.

4. BACKGROUND.

a. The information contained in this order was formerly included in Order SW 3120.18, Southwest Region Air Traffic Planning and Administration of Training.

b. Employees are often selected for staff, administrative, and clerical positions without consideration of the type of training required to fulfill the responsibilities of the position. When a position is vacated, it is often difficult to teach the new employee filling the position exactly what tasks are to be performed and what training is required to learn the tasks.

c. A limited amount of information is available to assist managers in planning annual training for staff, administrative, and clerical personnel. Information is not always available on career progression planning or tasks required in the formulation of an individual development plan (IDP). Task identification and training plans would provide much of the necessary information.

5. APPLICATION AND PROCEDURES.

a. Task identification and training plans.

(1) Each Air Traffic Division branch/staff and each air traffic field facility shall identify tasks performed by staff, administrative, or clerical employees in order to identify formal and informal training the employees will require to accomplish assigned responsibilities. It is the responsibility of the hub facility to oversee the development/implementation and review of this effort for each facility assigned to the hub.

(2) Each Air Traffic Division branch/staff and each air traffic field facility shall develop a formal training plan that identifies specific training requirements for all staff, administrative, and clerical employees. It is the responsibility of the hub facility to ensure the development/implementation and review of the training plan for each facility assigned to the hub. Completion of this training IS NOT a prerequisite for assignment to a position covered by the training plan. Subjects that shall be included in the training plan are:

(a) Training requirements for staff, administrative, or clerical employees that will enable them to perform their assigned responsibilities.

(b) An orientation outline for new employees.

(c) Job required technical training; e.g., Airspace and Procedures and Quality Assurance Program Administration.

(d) Mandatory Facility Instructor Training for training specialists and other training administration related courses.

(e) Appropriate directed study courses available through the FAA.

(f) Locally conducted courses that may be available at little or no cost through city, county, or state governments that would meet training requirements when training funds are not available.

(g) Cultural Diversity and Sexual Harassment programs.

b. Annual Review Requirements. To ensure currency of the training information and to make the training available for the annual training call, the plan should be reviewed in January of every calendar year.

Douglas R. Murphy
Manager, Air Traffic Division